



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

November 4, 2009

Mike Gross, Program Director  
Computer Sciences Corporation (CSC)  
292 Bradley Street, Suite 120  
Pasadena, CA 91107

Dear Mr. Gross:

RE: FINAL MONITORING REPORT for COMPUTER SCIENCES CORPORATION – ET08-0204

Date of the Visit:	10/29/09
Beginning/Ending Time:	9:30 a.m. – 11:30 a.m.
Date of Last Visit:	06/16/08
Meeting Location:	Los Angeles
Persons in attendance:	Susan Fusezi, Office Manager, CSC Margarita M. Paccereilli, Contract Analyst, ETP
Action Required:	No

## CONTRACT INFORMATION:

Term of Agreement:	10/01/07 – 9/30/08	Agreement Amount:	\$28,800
Training Start Date:	10/15/07	No. to Retain:	20
Date Training must be Completed:	06/30/08	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	80

## FINAL REPORT SUMMARY

### • HISTORY OF AGREEMENT CHANGES

The Agreement was executed on May 4, 2009 and training began on January 15, 2008. According to Ms. Fusezi, there were several training sessions in the latter part of 2008 and beginning of 2009, but they were not documented on a roster, so she is unable to enter those training hours online.

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5353 Mission Center Road, Suite 110  
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The ETP Online Tracking System shows a training end date of January 24, 2008. She said it will be difficult to reconstruct the other training sessions in 2008 and 2009 because the training was provided outside the facility at a subcontractor's location.

The current contract term is for a year. The Contractor had an opportunity to extend the term for another year, but Ms. Fusezi stated that she is not sure if there will be any training scheduled in the next few months. It is difficult to schedule the trainees as they work offsite. In addition, due to the current economy, the company has shifted its focus from training to obtaining more business. He requested the Analyst to assist Ms. Fusezi technical assistance on submitting final invoice using on the ETP Online System.

- **FINAL PROJECT STATISTICS**

*Project Statistics Provided by the Contractor*

<b>Trainees Started Training:</b>	18	<b>Currently in Training:</b>	0
<b>Trainees Enrolled:</b>	18	<b>Completed Training:</b>	18
<b>Dropped Following Enrollment:</b>	0	<b>Completed Retention:</b>	18

This Agreement contains a variable training plan, which means that reimbursement will be based on the total actual number of training hours completed by each trainee between 24 and 200 class/lab training hours. There will be no reimbursement for any trainee who does not complete a minimum of 24 hours of training from the required curriculum.

Based on the data obtained from the ETP Online Tracking System, there are 18 trainees who met the minimum class/lab training hours. These trainees completed 432 class/lab hours, all of which are eligible for reimbursement assuming all the Agreement requirements are met. This results in projected earnings of \$7,776, which represents 28% of the Agreement amount.

Ms. Fusezi was provided technical assistance on how to do the final contract closeout. During this visit, she completed the submission of the final closeout invoice to ETP.

- **INTERVIEW WITH CONTRACTOR'S REPRESENTATIVES**

Ms. Fusezi stated that while your company was not able to use the entire funds in this Agreement, she stated that the portion that was used had benefits that gave your company the ability to maintain your goal of being world class leader in Information Technology services. She stated that the training enabled your company to implement the latest industry practices. By receiving this level of training, CSC had ensured that your staff remains a competitive alternative to offshore outsourcing of help desk services.

She also stated that your company did not experience any problem with ETP record keeping and that ETP staff was very helpful in providing assistance in the administration of this project.

## **TRAINING RECORDS**

Ms. Paccereilli conducted a random sampling of 10 trainees who completed training. Records reviewed validated the completion of the training hours required in this Agreement. Records show that these trainees completed 24 class/lab training hours and the completed hours matches those posted on the ETP Online Tracking System. Records reviewed confirmed that the Agreement curriculum was provided as specified and the ratio of trainer to trainee delineated in the Agreement training plan was adhered to.

The above findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. Therefore, it is your responsibility to ensure that all training records comply with Panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442)

## **AUDIT**

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk review. These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters.

To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

## **RECORD RETENTION**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

Sincerely,

**Signature on file**

Wally Aguilar, Program Manager  
North Hollywood Regional Office

**Signature on file**

Margarita M. Paccereilli, Analyst  
North Hollywood Regional Office

cc: Susan Fusezi, Computer Sciences Corporation (via email)  
David Guzman, Chief, ETP Audit & Program Operations Division (via email)  
Kulbir Mayall, ETP Fiscal Manager (via email)  
Master File  
Project File

Date report mailed to Contractor 11/10/09